



Current

News from Floresville Electric Light & Power System

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Projects Will Modernize and Increase Reliability

FELPS Completes Substation Work; Begins Another Large Project

FELPS is continuing to complete capital projects that modernize the electric system and will improve reliability.

FELPS recently completed a large substation project in the Eagle Creek Substation. The project involves changing out the substation protective equipment to more sophisticated devices.

The project will allow more electronically controlled equipment to be installed in the field with the potential for more remote operations in some areas. Doing this will give FELPS the ability to monitor the electric load and potentially restore outages more quickly.

FELPS will add a fourth power transformer in the Floresville substation to serve the growing number of customers in the city and surrounding areas. Crews also will replace the same protective devices as was done in the Eagle Creek project. The structure that holds all equipment will be replaced with an updated structure that decreases the likelihood of varmint-caused outages.

FELPS Contracts Pole Work

FELPS again has contracted with Osmose Utilities Services to continue its 10-year plan for pole assessments. The company will inspect FELPS-owned poles for resiliency and decay. FELPS can then catch problems early to ensure safety.

Areas where pole testing will be done include along Highway 181 and Eagle Creek Ranch east to Montesito and in Roemer Lane, Abrego Lake and Shannon Ridge neighborhoods off 181. Work also will include from the Eagle Creek Substation on CR 123 along Highway 181 and down CR 120, CR 119 and Bluehill.

Osmose personnel will carry identification and will appreciate customer cooperation in gaining access to FELPS infrastructure.

Two Board of Trustees Positions to be Filled

The FELPS Board of Trustees has two open positions that the city councils of Floresville and Falls City will fill.

Daniel M. Tejada completed his four-year term on Dec. 31 and the Floresville city council will name a representative for another four-year term. The Floresville position is one of five voting members on the Board of Trustees.

Tim Braniff, who represented the city of Falls City as an Advisory Member, passed away in late November. The city council will name a replacement to complete his term that runs until Dec. 31.

Use Cords Safely

Some of the holiday gifts you received may require extension cords to reach an electrical outlet. Fire safety experts suggest you choose an extension cord carefully.

- Check the wattage of extension cords to be sure they meet the power demands for the appliance, tool or toy you are using. If the wattage isn't great enough for your usage, purchase a more heavy-duty cord.

FELPS Briefs

- Please note that the FELPS office will be closed on Jan. 16 for Martin Luther King Jr. Day and on Feb. 20 for Presidents' Day.
- To report outages, including on holidays and after business hours (Monday-Friday 8 a.m.-4:30 p.m.), please call 830-216-7000 and select sub-option 2, text it to 55050 or submit your outage through the FELPS website.
- Be certain FELPS has your current phone number and email address. To update your contact information, visit the FELPS website at www.felps.us or call customer service at 830-216-7000, sub-option 1.
- The FELPS mobile app is available in the App Store and in the Google Play Store. Conveniently use it for all your account needs 24/7 wherever you go.
- Customers who wish to receive outage text notifications may sign up on the FELPS website at <https://www.felps.us/outage-information/>.

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- Try to avoid using extension cords for tools and appliances with large motors or heating elements, such as coffee makers and vacuum cleaners. These appliances use a large amount of electricity so they can easily overload an extension cord.
- Give your extension cord the touch test. If it is warm, unplug it and use one with a higher wattage.

For large users of electricity and for appliances that will be used frequently, consider adding electric outlets instead of using extension cords. And never use an extension cord with an appliance that causes a circuit overload.

MDM System Provides Usage Information

The Meter Data Management system that is integrated with the FELPS metering system allows customers access to more information about their electricity usage than they had previously. You can view your usage up to hourly intervals through the FELPS customer portal or through the FELPS Link app. This tool will potentially lead to better understanding of your utility bill and usage information.

Residential customers can set their individual alerts to trigger consumption and cost thresholds, in turn allowing you to reduce your use of electricity. The MDM system also provides FELPS with enhanced outage reports and will provide valuable engineering information that can lead to better system planning.

Compare and Save When Buying Electric Appliances

If your plans for the New Year include buying a new appliance, consider the cost of operation, as well as the purchase price when making a selection. Often, less expensive appliances are also less energy efficient, and that can cost you more in the long run.

Operating appliances can represent as much as 20 percent of your total energy bill, so efficiency can add up to big savings.

Before selecting an appliance, compare the yellow EnergyGuide labels on each model to determine the estimated annual energy cost of operating it. Over the life of the appliance, you may find that the energy savings of a more efficient model will outweigh the additional costs when purchasing the appliance.

EnergyGuide labels appear on all new furnaces, air conditioners, washing machines and dryers, water heaters,

refrigerators and freezers, dishwashers and heat pumps.

Make your New Year a happy one with energy savings!

Tips to Conserve in Winter

Heating can represent a fairly large expenditure for electricity in South Texas. To reduce your utility bill this winter, follow some energy-saving practices.

- Set the thermostat at 68-70 degrees to maintain a comfortable temperature. Check the room temperature with a thermometer to be sure the thermostat is accurate.
- Seal up all cracks around windows and doors with caulk and weather-stripping and look for other openings, such as around electrical wall outlets and pipes where your heat can escape and cold air can enter.
- Add insulation in the attic to attain a rating of at least R-38, approximately 12 inches of insulation. The insulation can be installed from rolls or loose insulation can be blown into the attic.
- Service the furnace to be sure it operates properly and is clean. A well-maintained furnace is more efficient and lowers heating costs.
- Change filters at least monthly to be sure they are clean, so the furnace is not taxed unnecessarily.
- Consider installing a programmable thermostat so you can reduce the temperature at night and when you are away from home for an extended time.
- Resist the temptation to cover the rotating vents on your roof. These vents circulate air to reduce attic moisture and are necessary both in winter and summer.

Convenient Ways to Pay

Start your year right by signing up for an easy way to pay your electric bill. FELPS offers residential customers two convenient automatic payment methods that ensure you won't ever face late fees.

You can sign up to have FELPS draft your credit card on the due date each month. FELPS accepts Visa, Mastercard and Discover.

Another automatic payment method, the bank draft program, allows your bill amount to be deducted automatically from the designated checking or savings account each month.

The forms to enroll for automatic credit card or bank draft payments are available online at www.felps.us/customers/customer-forms.



Contacting FELPS

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Business hours: Monday-Friday 8 a.m.-4:30 p.m. Drive-through closes at 4:15 p.m.

The FELPS Board of Trustees meets the last Wednesday of each month at 8:30 a.m. in the utility offices, 187 Highway 97 E., Floresville.